

**FEDERAL COMMUNICATIONS COMMISSION**

**WASHINGTON, DC 20554**

<b>In the matter of Annual Certification</b>	)	
<b>of Federal Universal Service Funding</b>	)	<b>WC Docket 09-197</b>
<b>for Eligible Telecommunications</b>	)	
<b>Carriers in Virginia</b>	)	

**VIRGINIA PCS ALLIANCE, L.C. AND RICHMOND 20 MHz, LLC (NTELOS)**

**ANNUAL CERTIFICATION REGARDING USE OF FEDERAL  
UNIVERSAL SERVICE SUPPORT**

In the above captioned docket, the Commission ordered Virginia Eligible Telecommunications Carriers (ETCs) to file by October 1<sup>st</sup> of each year certain data regarding the use of Federal Universal Service Fund (USF) support. Virginia PCS Alliance and Richmond 20MHz (d.b.a. "NTELOS"), hereby submit the information requested by the Commission and also certifies that the use of Universal Service funding is for the purposes intended.

**1) Certify that ETC will use universal service funds received in 2011 only for the provision, maintenance and upgrading of facilities and services for which such support is intended;**

Included as Exhibit A is the Affidavit of Robert L. McAvoy certifying the use of the federal high cost support that will be received by NTELOS in 2011.

**2) Certify that ETC's basic rates in rural areas of the Commonwealth of Virginia served by non-rural incumbent local exchange carriers are reasonably comparable to urban rates;**

NTELOS certifies that its basic rates in rural areas of the Commonwealth of Virginia are reasonably comparable to urban rates. Also included in Exhibit A is the urban rate benchmark study data for NTELOS, showing how NTELOS' basic rates compare to the urban rate benchmark of \$36.52. Note that this is the urban rate benchmark released in 2008. Neither the 2009 nor the 2010 figure had been released as of the date this filing was made.

**3) Provide progress reports on the ETC's five-year service quality improvement plan, detailing progress towards meeting its plan targets; an explanation of how much universal service support was received and how the support was used to improve signal quality, coverage, or capacity; and an explanation regarding any network improvement targets that have not been fulfilled. The information should be submitted at the wire center level;**

Attached as Exhibit B is the NTELOS five-year plan demonstrating the use of universal service support received for ETC designated areas in Virginia. The plan also demonstrates the 2009 spend by wire center which was funded in part by the disbursement of funds received for 2009 high-cost universal service support in the amount of \$614,708 for the Commonwealth of Virginia. Also provided as Exhibit B are five maps which show an overlay of the NTELOS coverage area with the NTELOS ETC service area. The first map displays the entire state of Virginia and the subsequent maps illustrate the Hampton Roads area, Metro Richmond, western Virginia's northern region and western Virginia's southern region, respectively.

**4) Provide detailed information on any outage lasting at least 30 minutes, for any service area in which an ETC is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect at least ten percent of the end users served in a designated service area, or that potentially affect a 911 special facility. Annual report must include: (1) the date and time of onset of the outage; (2) a brief description of the outage and its resolution; (3) the particular services affected; (4) the geographic areas affected by the outage; (5) the steps taken to prevent a similar situation in the future; and (6) the number of customers affected;**

Attached as Exhibit C is the Outage Report of NTELOS for 2009 with the data requested.

**5) Detail the number of requests for service from potential customers within its service areas that were unfulfilled for the past year. The ETC must also detail how it attempted to provide service to those potential customers;**

NTELOS had no unfulfilled service requests in its service areas in 2009.

**6) Detail the number of complaints per 1,000 handsets or lines;**

For 2009, NTELOS had an average of 19.77 trouble tickets on a monthly basis per 1,000 customers.

**7) Certify that the ETC is complying with applicable service quality standards and consumer protection rules, e.g., the CTIA Consumer Code for Wireless Service;**

NTELOS certifies that it is in compliance with applicable service quality standards and consumer protection rules, e.g., the CTIA Consumer Code for Wireless Service.

**8) Certify that the ETC is able to function in emergency situations;**

NTELOS certifies that it is able to function in emergency situations. NTELOS has a Disaster Preparedness Plan that thoroughly outlines the processes and procedures setup to handle any emergency situation that may arise. The Plan covers the steps in place to mitigate risks, prepare for potential emergency situations, respond to emergencies, and recover from any damage as a result of the emergency. Such steps defined for minimizing risk and preparing for emergencies include defining roles and responsibilities in an emergency situation, assessing potential threats and vulnerabilities, developing emergency checklists, conducting annual disaster training, designing an Emergency Operations Center for use in case of an emergency, power loss planning and creating notification procedures. The response and recovery plan includes defining members of teams needed to handle the situation, describing their roles in an emergency as well as maintaining event logs to record information pertaining to the disaster.

**9) Certify that the ETC is offering local usage plans comparable to those offered by the incumbent local exchange carrier (LEC) in the relevant service areas;**

NTELOS certifies that it offers local usage plans comparable to those offered by the incumbent local exchange carrier (LEC) in the relevant service areas. NTELOS' calling area is larger than the local calling scope provided by the incumbent wireline company. Calling features such as caller ID, voicemail and call waiting are all standard services included with the calling plans.

**10) Certify that ETC acknowledges that the Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the service area.**

NTELOS certifies that it acknowledges that it may be required to provide equal access if no other ETC in the designated service area is providing equal access.

**11) Provide the Study Area Code (SAC), whether the filer is a Rural Carrier and/or a Non-Rural Carrier, and whether the filer is an Incumbent or a Competitive Carrier.**

The Study Area Code (SAC) for NTELOS is 199008. NTELOS is a Non-Rural, Competitive carrier.

EXHIBIT A

AFFIDAVIT

**AFFIDAVIT OF ROBERT L. MCAVOY IN SUPPORT  
OF VIRGINIA PCS ALLIANCE, L.C.'s AND RICHMOND 20 MHZ, LLC's  
USE OF FEDERAL UNIVERSAL SERVICE SUPPORT**

STATE OF VIRGINIA

CITY OF WAYNESBORO

I, Robert L. McAvoy, declare as follows:

- 1.) I am employed by NTELOS Inc. as its Senior Vice President – Wireless Engineering and Operations. I am an officer of Virginia PCS Alliance, L.C. and Richmond 20 MHZ LLC and am authorized to give this affidavit on its behalf.
- 2.) Under 47 C.F.R. [§ 54.313/§ 54.314], the Commission is required to submit an annual certification to the Federal Communications Commission (“FCC”) and the Universal Service Administrative Company (“USAC”), certifying that rural and non-rural incumbent local exchange carriers and/or eligible telecommunications carriers serving lines in the service area of a rural and non-rural incumbent local exchange carrier within the Commonwealth of Virginia will use federal high-cost universal service support in a manner consistent with section 254(e) of the Telecommunications Act of 1996 (the “Act”), 47 U.S.C. § 254(e). Absent such certification, such carriers will not receive universal service support. In order for carriers to receive federal support beginning January 1 of each year, the Commission’s certification must be filed with the FCC and USAC by October 1 of the preceding year.
- 3.) NTELOS Inc. hereby certifies that the federal high-cost universal service support Virginia PCS Alliance, L.C. and Richmond 20 MHZ LLC will receive in 2011 will be used for the services and functionalities outlined in 47 C.F.R. § 54.101(a), and that it will only use the federal high-cost support it receives for the provision,

maintenance and upgrading of facilities and services for which such support is intended, consistent with section 254(e) of the Act. NTELOS operates under Study Area Code (SAC) 199008 and is a Non-Rural, Competitive carrier.

- 4.) Also, pursuant to 47 C.F.R. §54.316, the Commission is required to certify to the FCC and USAC that NTELOS' basic rates in rural areas of the Commonwealth of Virginia served by non-rural incumbent local exchange carriers are reasonably comparable to urban rates in order that NTELOS can receive universal service support in 2011. NTELOS' basic rates in rural areas are comparable to the FCC's current urban rate benchmark of \$36.52. Note that this is the urban rate benchmark released in 2008 as the neither the 2009 nor the 2010 figure had been released as of the date of this filing.

FURTHER AFFIANT SAYETH NOT.



Robert L. McAvoy  
Senior Vice President – Wireless Engineering and  
Operations  
NTELOS Inc.

Subscribed and sworn to before me this 17th day of August, 2010.



Notary Public

My commission expires: 11/30/2012

Comparison of Virginia PCS Alliance and Richmond 20MHz LLC ("NTELOS") Rates in Rural Wire Centers to National Urban Rate Benchmark – Virginia

<u>Charge or Credit</u>	<u>Plan Amount</u>
Monthly Line Charge- 100 anytime minutes package	\$19.99
Monthly Average Usage	\$0.99
Regulatory Cost Recovery Fee *	\$3.21
Wireless E-911 Fee	\$0.75
Subtotal	\$24.94
Federal Excise Tax	\$0.00
TOTAL	\$24.94
National Urban Rate Benchmark – 2008 figure**	\$36.52
Amount below the Benchmark	\$11.58

\*The Regulatory Cost Recovery Fee is comprised of two elements. The first is a \$1.38 charge relating to the recovery of government mandated regulatory programs including Wireless Number Portability and Universal Service Programs (\$0.89) for all customers. The second is a \$1.83 charge that is assessed for Sales Tax Surcharge, GPS service fee and an Interconnect fee.

\*\*Neither the 2009 nor 2010 National Urban Rate Benchmark had been released as of the date this filing was made so the 2008 figure was used for the calculation.

**EXHIBIT B**

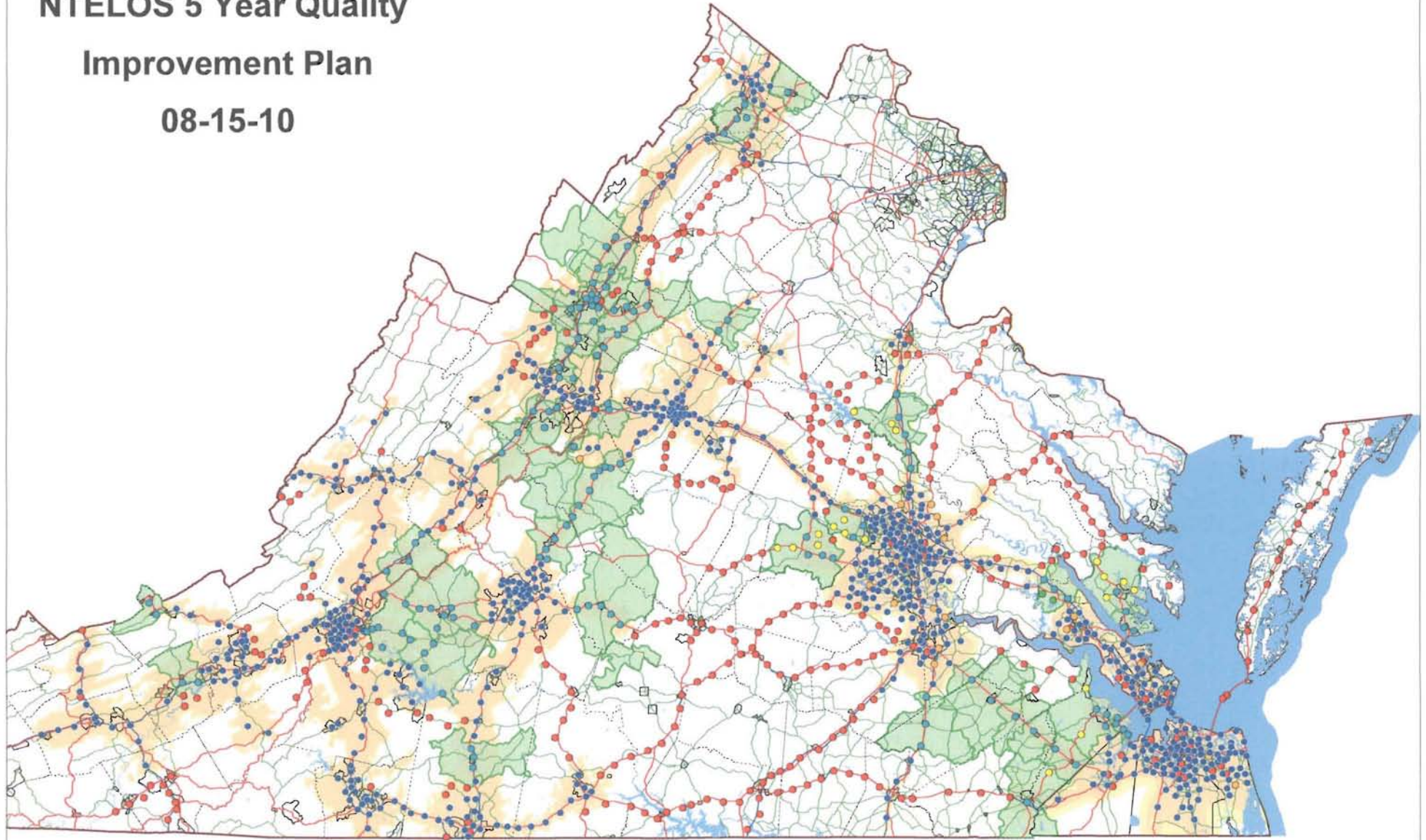
**NTELOS FIVE-YEAR BUILD PLAN INCLUDING 2009 FUND USE AND**

**COVERAGE MAPS**

VIRGINIA PCS ALLIANCE - 5-YEAR BUILDOUT PLAN IN VIRGINIA

		2009 Actuals	2010 Signal Quality	2010 Capacity	2010 Coverage	2011 Signal Quality	2011 Capacity	2011 Coverage	2012 Signal Quality	2012 Capacity	2012 Coverage	2013 Signal Quality	2013 Capacity	2013 Coverage	2014 Signal Quality	2014 Capacity	2014 Coverage
CLLI	Wire Center																
AMHRVAXA	AMHERST	\$266,795	\$0	\$19,380	\$147,295	\$0	\$18,660	\$145,665	\$0	\$17,985	\$145,660	\$0	\$17,360	\$145,660	\$0	\$16,775	\$145,655
APMTVAXA	APPOMATTOX	\$266,795	\$0	\$19,380	\$159,795	\$0	\$18,660	\$145,665	\$0	\$17,985	\$145,660	\$0	\$17,360	\$145,660	\$0	\$16,775	\$145,655
BCHNVABH	BUCHANAN	\$266,308	\$0	\$15,504	\$110,276	\$0	\$14,928	\$108,972	\$0	\$14,388	\$108,968	\$0	\$13,888	\$108,968	\$0	\$13,420	\$108,964
BDFRVABD	BEDFORD	\$432,530	\$0	\$31,008	\$241,552	\$0	\$29,856	\$238,944	\$0	\$28,776	\$238,936	\$0	\$27,776	\$238,936	\$0	\$26,840	\$238,928
BEVLVABV	BERRYVILLE	\$48,607	\$0	\$3,876	\$24,419	\$0	\$3,732	\$24,093	\$0	\$3,597	\$24,092	\$0	\$3,472	\$24,092	\$0	\$3,355	\$24,091
BRWRVAXA	BRIDGEWTR	\$70,194	\$0	\$3,876	\$28,619	\$0	\$3,732	\$28,293	\$0	\$3,597	\$28,292	\$0	\$3,472	\$241,548	\$0	\$6,710	\$56,582
BRWVYVAXA	BROADWAY	\$222,976	\$0	\$58,628	\$94,257	\$0	\$11,196	\$93,279	\$0	\$10,791	\$93,276	\$0	\$10,416	\$93,276	\$0	\$10,065	\$93,273
CHHMVACH	CHATHAM	\$167,461	\$0	\$11,628	\$90,057	\$0	\$11,196	\$89,079	\$0	\$10,791	\$89,076	\$0	\$10,416	\$89,076	\$0	\$10,065	\$89,073
CRTDVAXA	CRITTENDEN	\$255,201	\$0	\$26,448	\$90,273	\$0	\$23,937	\$89,409	\$0	\$22,851	\$89,394	\$0	\$21,858	\$89,382	\$0	\$20,949	\$89,373
DBLNVADU	DUBLIN	\$113,406	\$0	\$7,752	\$57,238	\$0	\$7,464	\$56,586	\$0	\$7,194	\$56,584	\$0	\$6,944	\$56,584	\$0	\$6,710	\$56,582
DSPAVAXA	DISPUTANTA	\$57,855	\$0	\$8,816	\$31,991	\$0	\$7,979	\$31,703	\$0	\$7,799	\$31,698	\$0	\$7,286	\$31,698	\$0	\$6,983	\$31,691
DSWL VAXA	DOSWELL	\$38,456	\$0	\$8,816	\$27,791	\$0	\$7,979	\$27,503	\$0	\$7,617	\$27,498	\$0	\$7,286	\$27,494	\$0	\$6,983	\$27,491
EDOMVAXA	EDOM	\$84,674	\$0	\$3,876	\$28,293	\$0	\$3,732	\$28,293	\$0	\$3,597	\$28,292	\$0	\$3,472	\$28,292	\$0	\$3,355	\$28,291
EKTNVAXA	ELKTON	\$70,894	\$0	\$3,876	\$28,619	\$0	\$3,732	\$28,293	\$0	\$3,597	\$28,292	\$0	\$3,472	\$28,292	\$0	\$3,355	\$28,291
FKLN VAXB	FRANKLIN	\$108,303	\$0	\$8,816	\$32,891	\$0	\$7,979	\$248,052	\$0	\$15,234	\$65,196	\$0	\$14,572	\$65,188	\$0	\$13,966	\$65,182
GLCSVAXA	GLOUCESTER	\$84,888	\$0	\$17,632	\$57,382	\$0	\$15,958	\$703,153	\$0	\$38,085	\$154,590	\$0	\$36,430	\$585,458	\$0	\$48,881	\$217,937
GNWDVAGW	GREENWOOD	\$109,094	\$0	\$7,752	\$61,438	\$0	\$7,464	\$60,786	\$0	\$7,194	\$60,784	\$0	\$6,944	\$60,784	\$0	\$6,710	\$60,782
GRTSVAXA	GROTTOS	\$330,198	\$0	\$11,628	\$85,857	\$0	\$11,196	\$84,879	\$0	\$10,791	\$84,876	\$0	\$10,416	\$84,876	\$0	\$10,065	\$84,873
HAYSVAXA	HAYES	\$90,218	\$0	\$17,632	\$57,382	\$0	\$15,958	\$56,806	\$0	\$15,234	\$56,796	\$0	\$14,572	\$56,788	\$0	\$13,966	\$56,782
HRBGVAXA	HARRISONBG	\$762,494	\$0	\$38,760	\$294,590	\$0	\$37,320	\$504,587	\$0	\$39,567	\$319,612	\$0	\$38,192	\$319,612	\$0	\$36,905	\$319,601
IVORVAXA	IVOR	\$36,584	\$0	\$8,816	\$24,491	\$0	\$7,979	\$24,203	\$0	\$7,617	\$24,198	\$0	\$7,286	\$24,198	\$0	\$6,983	\$24,191
LDYSVAXA	LADYSMITH	\$327,192	\$0	\$35,264	\$119,564	\$0	\$31,916	\$118,412	\$0	\$30,468	\$332,960	\$0	\$36,430	\$580,958	\$0	\$48,881	\$213,437
LVTNVALN	LOVINGSTON	\$419,839	\$0	\$31,008	\$207,952	\$0	\$29,856	\$205,344	\$0	\$28,776	\$205,336	\$0	\$27,776	\$205,336	\$0	\$26,840	\$205,328
MDSNVAMA	MADISON	\$105,134	\$0	\$7,752	\$57,238	\$0	\$7,464	\$56,586	\$0	\$7,194	\$56,584	\$0	\$6,944	\$56,584	\$0	\$6,710	\$56,582
MGVLVAXA	MCGAHEYSVL	\$311,430	\$0	\$19,380	\$143,095	\$0	\$18,660	\$141,465	\$0	\$17,985	\$141,460	\$0	\$17,360	\$141,460	\$0	\$16,775	\$141,455
MNKNVAMN	MNNAKIN	\$257,426	\$0	\$26,448	\$100,173	\$0	\$23,937	\$957,601	\$0	\$53,319	\$226,086	\$0	\$51,002	\$226,058	\$0	\$48,881	\$226,037
NRWVSANA	NARROWS	\$101,174	\$0	\$7,752	\$53,038	\$0	\$7,464	\$52,386	\$0	\$7,194	\$52,384	\$0	\$6,944	\$52,384	\$0	\$6,710	\$52,382
PWHTVAPW	POWHATAN	\$282,238	\$0	\$35,264	\$111,164	\$0	\$31,916	\$539,158	\$0	\$45,702	\$173,388	\$0	\$43,716	\$604,252	\$0	\$55,864	\$236,728
RPHNVAXA	RAPHINE	\$121,164	\$0	\$54,752	\$69,838	\$0	\$7,464	\$69,186	\$0	\$7,194	\$69,184	\$0	\$6,944	\$69,184	\$0	\$6,710	\$69,182
SMFDDVAXA	SMITHFIELD	\$356,809	\$0	\$35,264	\$118,964	\$0	\$31,916	\$333,261	\$0	\$38,085	\$150,390	\$0	\$36,430	\$365,814	\$0	\$41,898	\$182,946
SNMTVASM	STONE MT	\$270,755	\$0	\$19,380	\$151,495	\$0	\$18,660	\$149,865	\$0	\$17,985	\$149,860	\$0	\$17,360	\$149,860	\$0	\$16,775	\$149,855
STCKVAXA	STONYCREEK	\$170,496	\$0	\$26,448	\$74,973	\$0	\$23,937	\$74,109	\$0	\$22,851	\$74,094	\$0	\$21,858	\$74,082	\$0	\$20,949	\$74,073
STCYVASC	STEPHENS	\$194,428	\$0	\$15,504	\$97,676	\$0	\$14,928	\$96,372	\$0	\$14,388	\$96,368	\$0	\$13,888	\$96,368	\$0	\$13,420	\$96,364
STRVADSD	STUARTS DRAFT	\$234,028	\$0	\$15,504	\$139,676	\$0	\$14,928	\$138,372	\$0	\$14,388	\$138,368	\$0	\$13,888	\$138,368	\$0	\$13,420	\$138,364
STTNVAVE	STAUNTON	\$226,886	\$0	\$15,504	\$122,876	\$0	\$14,928	\$121,572	\$0	\$14,388	\$121,568	\$0	\$13,888	\$121,568	\$0	\$13,420	\$121,564
TOANVATO	TOANO	\$249,624	\$0	\$26,448	\$492,337	\$0	\$39,895	\$129,415	\$0	\$38,085	\$129,390	\$0	\$36,430	\$129,370	\$0	\$34,915	\$129,355
WKFDVAXA	WAKEFIELD	\$108,615	\$0	\$8,816	\$32,891	\$0	\$7,979	\$32,603	\$0	\$7,617	\$32,598	\$0	\$7,286	\$32,594	\$0	\$6,983	\$32,591
WINDSVAXA	WINDSOR	\$210,337	\$0	\$17,632	\$57,382	\$0	\$15,958	\$56,806	\$0	\$15,234	\$56,796	\$0	\$14,572	\$56,788	\$0	\$13,966	\$56,782
WNTRVAVG	LOVINGSTON	\$109,634	\$0	\$7,752	\$57,238	\$0	\$7,464	\$56,586	\$0	\$7,194	\$56,584	\$0	\$6,944	\$56,584	\$0	\$6,710	\$56,582
WVRLVAVW	WAEVERLY	\$46,038	\$0	\$8,816	\$23,591	\$0	\$7,979	\$23,303	\$0	\$7,617	\$23,298	\$0	\$7,286	\$23,294	\$0	\$6,983	\$23,291
WYCVVAXA	WEYERSCAVE	\$202,035	\$0	\$3,876	\$32,819	\$0	\$3,732	\$32,493	\$0	\$3,597	\$32,492	\$0	\$3,472	\$245,748	\$0	\$6,710	\$60,782
DAYTNVAXA	DAYTON	\$74,305	\$0	\$3,876	\$32,819	\$0	\$3,732	\$32,493	\$0	\$3,597	\$32,492	\$0	\$3,472	\$32,492	\$0	\$3,355	\$32,491
KZTWVAXA	KEEZLETOWN	\$0	\$0	\$0	\$0	\$0	\$0	\$426,514	\$0	\$7,194	\$56,584	\$0	\$6,944	\$56,584	\$0	\$6,710	\$56,582
SWVLVASV	STEWARTSVILLE	\$379,849	\$0	\$74,132	\$212,933	\$0	\$26,124	\$210,651	\$0	\$25,179	\$210,644	\$0	\$24,304	\$210,644	\$0	\$23,485	\$210,637
Column Totals		\$7,785,136	\$0	\$830,472	\$4,284,564	\$0	\$661,474	\$6,872,796	\$0	\$729,336	\$4,520,678	\$0	\$708,028	\$6,272,228	\$0	\$673,308	\$5,972,608
Yearly Totals				\$5,115,036			\$7,534,270			\$5,250,014			\$6,980,256			\$6,645,816	
Notes																	
1 - 2010 new coverage sites are budgeted and we are currently targeting activation by end of year.																	
2 - New sites beyond 2010 have not yet been approved																	
3 - Capacity dollars are estimates based on the need for additional channel cards and carriers. In reality dollars will probably shift between years and markets (for example, we may spend more in 2010 in the Amherst wire center than our estimate but less in Toana and vice-versa in 2011)																	
4 - All capacity dollars are estimates and will vary based on actual usage and subscriber growth.																	
5 - 2012-2014 totals are dependent on 2010 growth and can/will fluctuate based on projects completed in 2011 or pushed to future years.																	

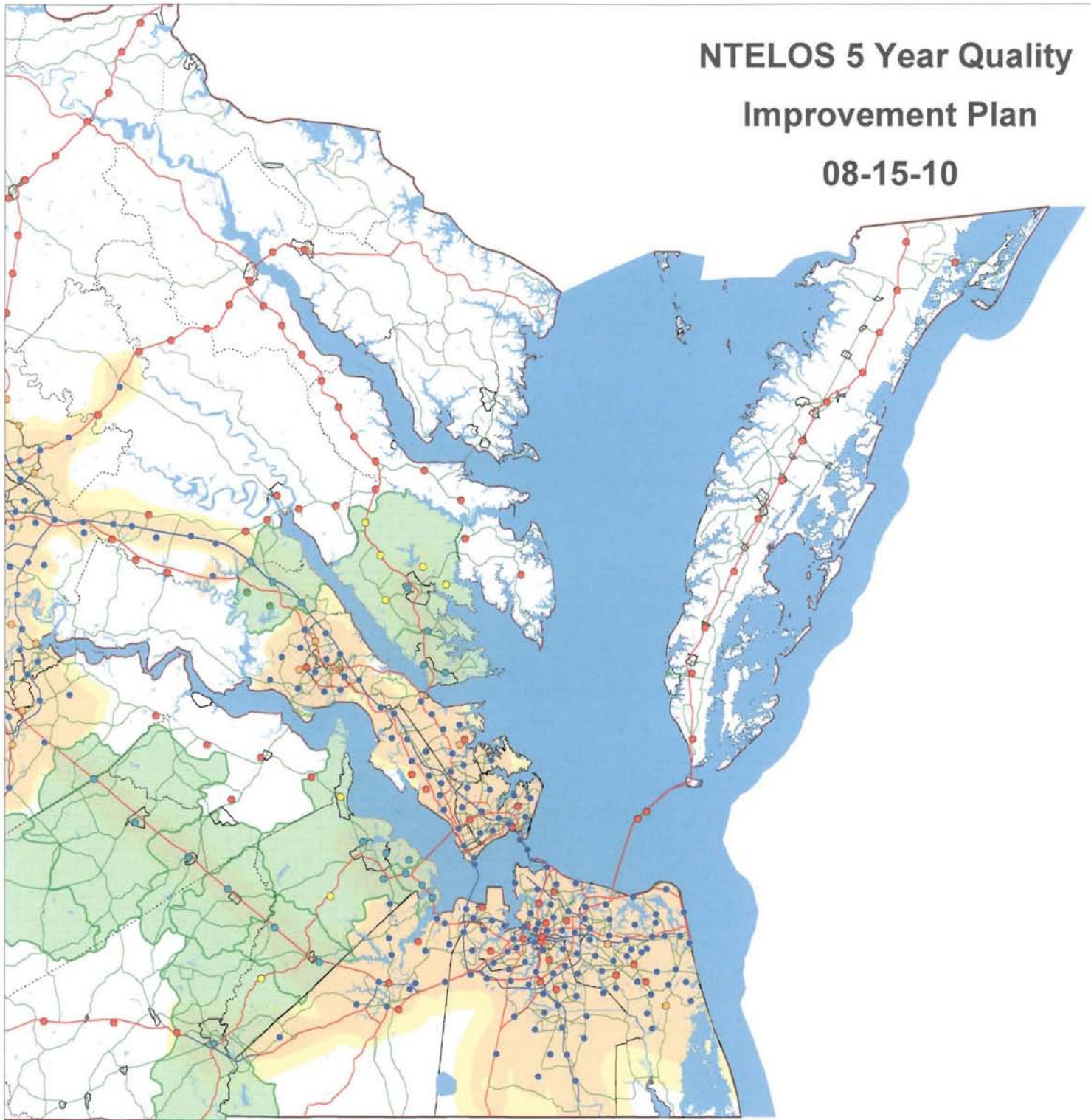
# NTELOS 5 Year Quality Improvement Plan 08-15-10



- nTelos Site on Air - ETC Payout Area
- nTelos Site on Air - Non ETC Payout Area
- Planned nTelos Site - ETC Payout Area
- Planned nTelos Site - Non ETC Payout Area
- Proposed nTelos Site - ETC Payout Area
- Proposed nTelos Site - Non ETC Payout Area
- Current NTELOS ETC Payout Area
- nTelos Good Coverage Area
- nTelos Fringe Coverage Area

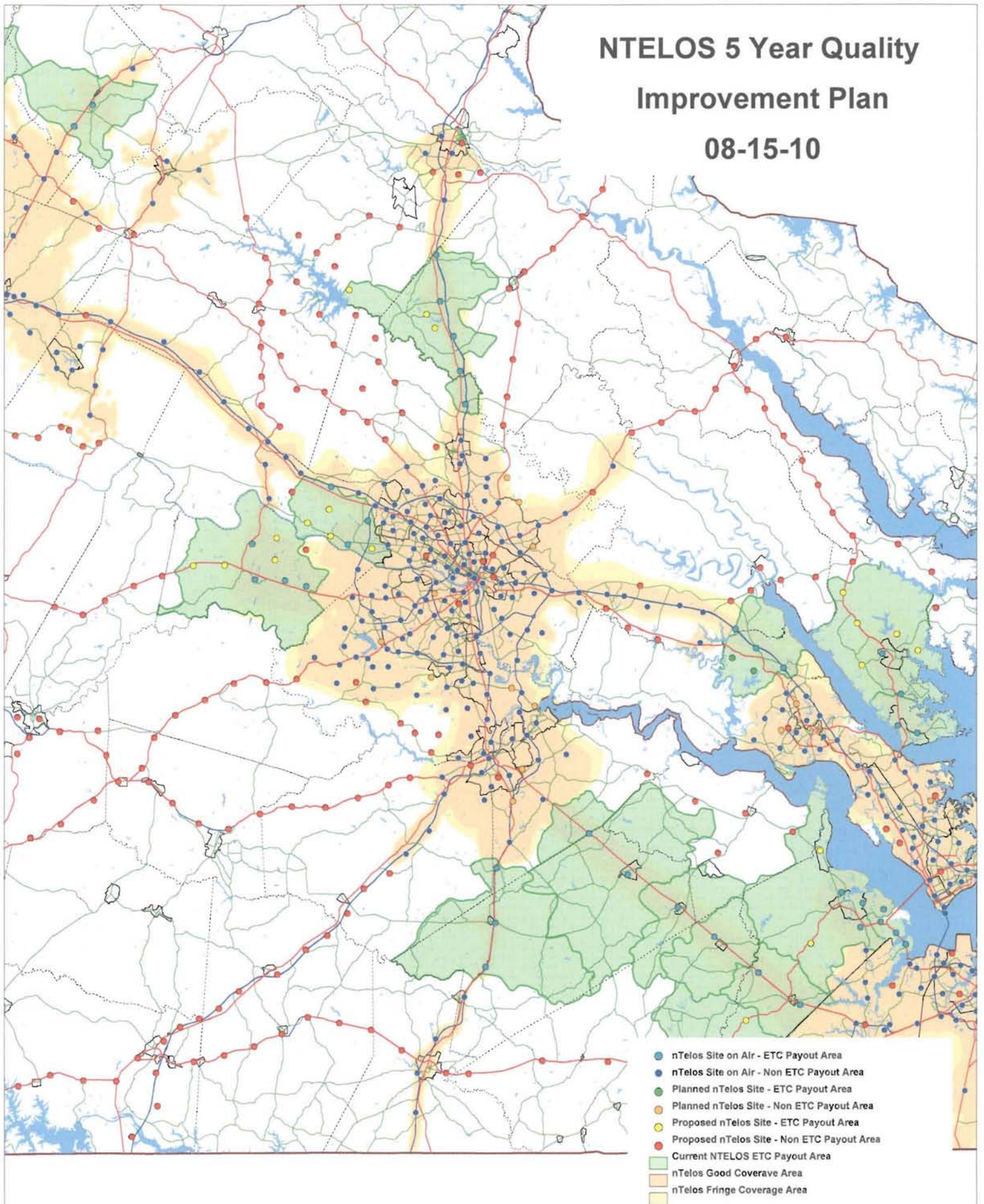
# NTELOS 5 Year Quality Improvement Plan

08-15-10

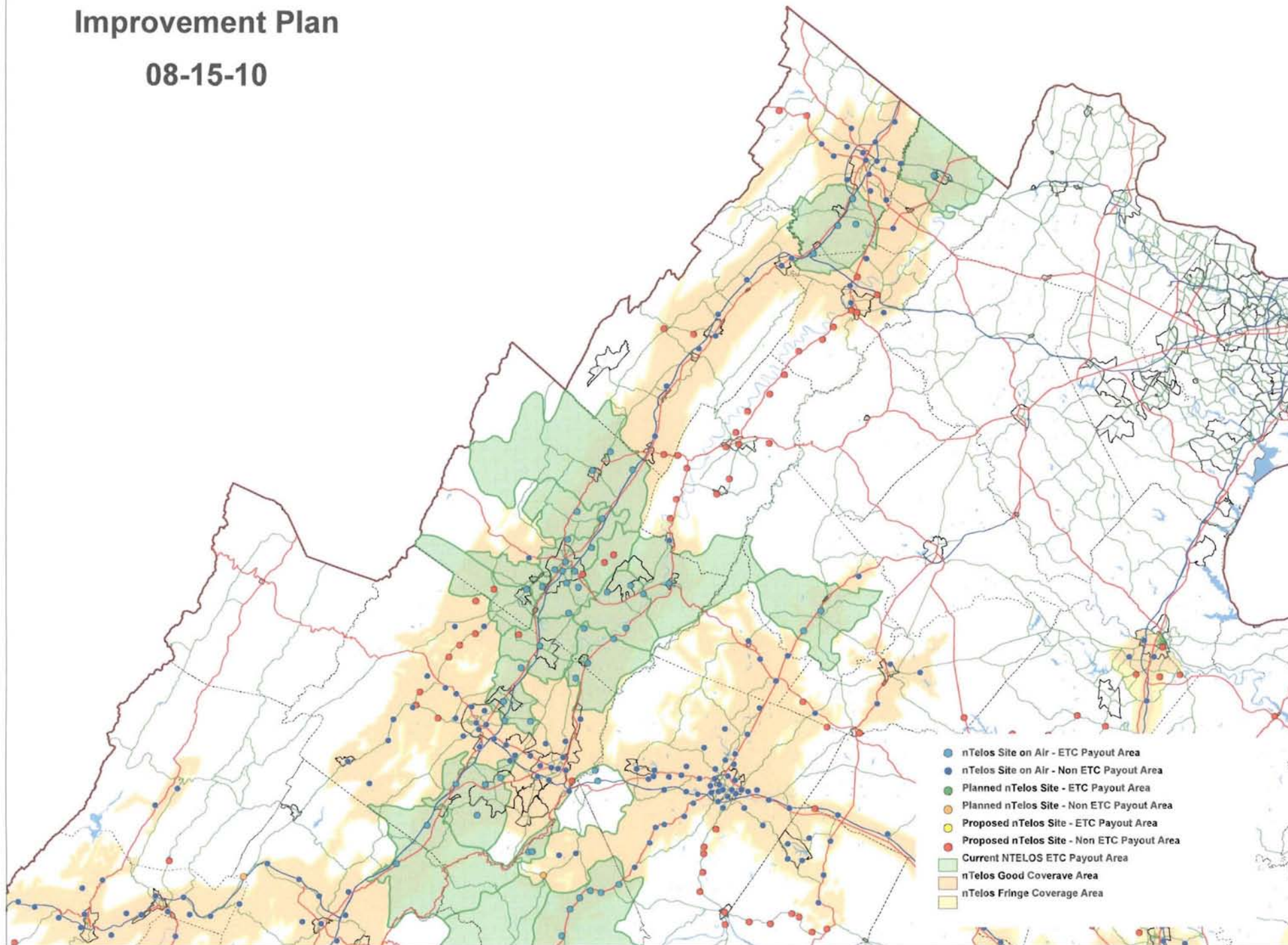


- nTelos Site on Air - ETC Payout Area
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# NTELOS 5 Year Quality Improvement Plan 08-15-10



# NTELOS 5 Year Quality Improvement Plan 08-15-10



# NTELOS 5 Year Quality Improvement Plan 08-15-10

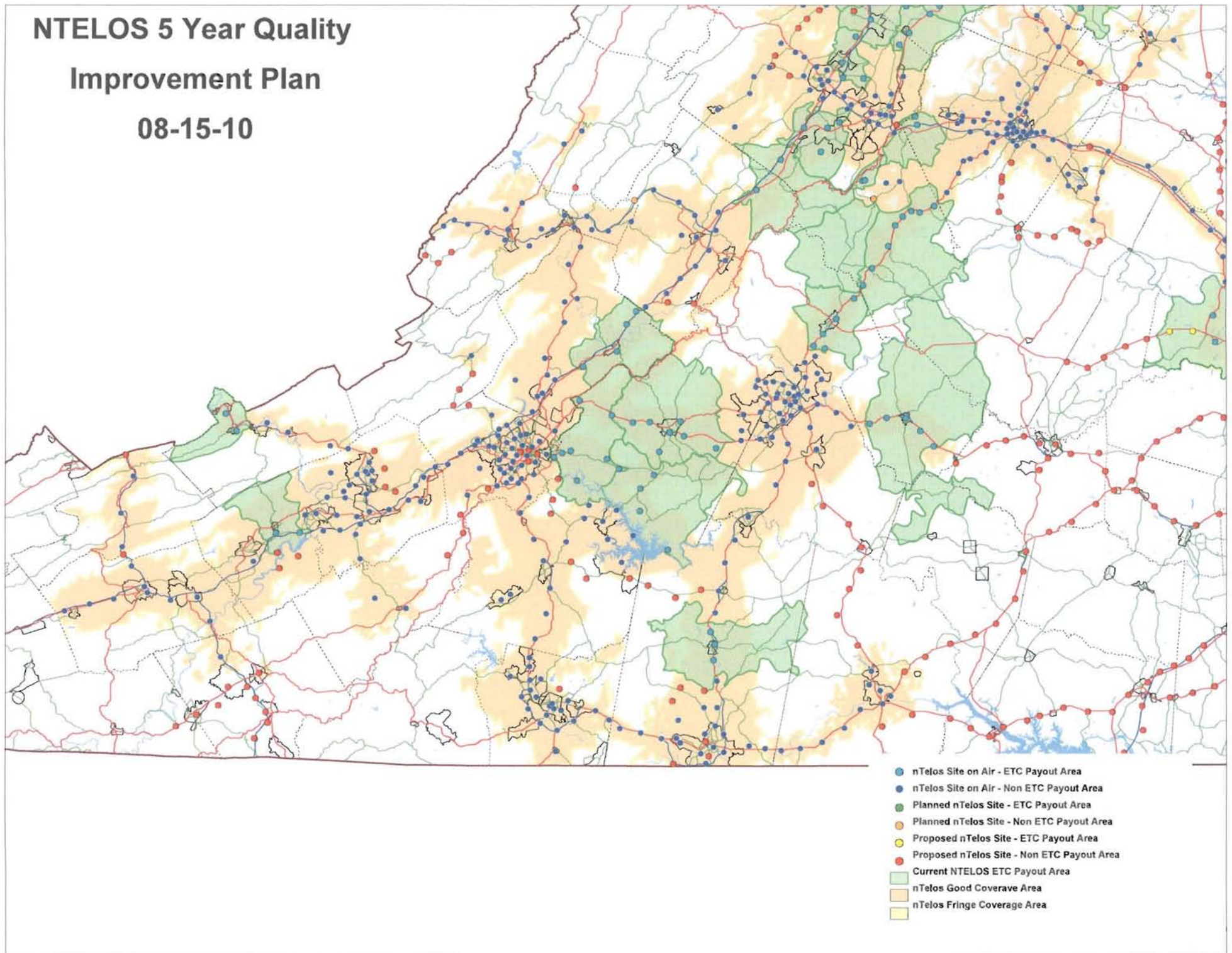


EXHIBIT C

NTELOS MAJOR OUTAGE REPORT

# Major Outages -- January 1, 2009 through December 31, 2009

Date	Time Start	Time End	Duration	Geographic area	Element	Event	Impact	Root Cause /Resolution	Reported Trouble Tickets Per Tech Support (Reflects all tickets recorded by NTELOS for event and is not limited to ETC region being evaluated)	Number of customers potentially affected
1/27/2009	8pm	0:00	4 hrs	Charlottesville, Danville, Harrisonburg, Lynchburg, Martinsville, Norfolk, Richmond, Roanoke, Staunton-Waynesboro, and Winchester BTAs	Pre-pay Platform-Verisign and AAA-Bridgewater	Prepay Data Outage	Prepay customers unable to use any data features	Timer setting on Bridgewater AAA Prepay interface with Verisign pre-platform required adjustment to meet increase in customer data usage. Moved to Convergys pre-pay platform on 8/22/2009 and changed authentication call flow to resolve issues.	111	97,471
1/28/2009	16:00	19:30	3 hrs 30 min	Charlottesville, Danville, Harrisonburg, Lynchburg, Martinsville, Norfolk, Richmond, Roanoke, Staunton-Waynesboro, and Winchester BTAs	Pre-pay Platform-Verisign and AAA-Bridgewater	Prepay Data Outage	Prepay customers unable to use any data features	Timer setting on Bridgewater AAA Prepay interface with Verisign platform required adjustment to meet increase in customer data usage. Moved to Convergys pre-pay platform on 8/22/2009 and changed authentication call flow to resolve issues.	111	97,471
1/29/2009	16:30	19:00	2 hrs 30 min	Charlottesville, Danville, Harrisonburg, Lynchburg, Martinsville, Norfolk, Richmond, Roanoke, Staunton-Waynesboro, and Winchester BTAs	Pre-pay Platform-Verisign and AAA-Bridgewater	Prepay Data Outage	Prepay customers unable to use any data features	Timer setting on Bridgewater AAA Prepay interface with Verisign platform required adjustment to meet increase in customer data usage. Moved to Convergys pre-pay platform on 8/22/2009 and changed authentication call flow to resolve issues.	54	97,471
2/15/2009	11:29am	7:30pm on 2/22/09	Intermittent	Charlottesville, Danville, Harrisonburg, Lynchburg, Martinsville, Norfolk, Richmond, Roanoke, Staunton-Waynesboro, and Winchester BTAs	AAA	Router passed data associated with unrecognized MAC addresses to AAA server. This unanticipated traffic slowed authentication times and triggered undesired time-outs. Primarily impacted pre-paid customers as those authentications typically exceeded the allowed thresholds.	Unable to access pre-paid data services	A bug in Cisco IOS has been determined to be the cause of rogue traffic. The rogue traffic coupled with the application processing time are the causative issues. Cisco provided an IOS patch to correct the discrepancy.	359	97,471
2/15/2009	3:40pm	1:19am	9 hrs 39 mins	Norfolk BTA	Inter-carrier SMSC	Following a conversion from Airwide SMSC to Alcatel-Lucent SMSC, Charleston CHTN SMSC nodes were having difficulties handling SMSC inter-carrier traffic. The Charleston SMSC had SMPP binds drop to Inter-carrier. The messages began to queue and were not being efficiently handled by the ALU SMSC. SMS traffic for CHTN and NFK was rolled back to the Airwide SMSC. ALU provided RCA and patch to handle the queuing more efficiently in the future.	Ntelos customers couldn't originate messages to numbers within the 304 & 757 markets that had NPA's within those areas and were non-ntelos users.	The Charleston SMSC had SMPP binds drop to Inter-carrier. The messages began to queue and were not efficiently handled by the ALU SMSC. SMS traffic for CHTN and NFK were rolled back to the Airwide SMSC to restore service. (ALU provided a patch for their SMSC platform. NTELOS eventually rolled traffic back to the ALU SMSC.)	95	117,968

# Major Outages -- January 1, 2009 through December 31, 2009

Date	Time Start	Time End	Duration	Geographic area	Element	Event	Impact	Root Cause /Resolution	Reported Trouble Tickets Per Tech Support (Reflects all tickets recorded by NTELOS for event and is not limited to ETC region being evaluated)	Number of customers potentially affected
3/11/2009	2:00pm	3:30pm	1 hr	Charlottesville, Danville, Harrisonburg, Lynchburg, Martinsville, Norfolk, Richmond, Roanoke, Staunton-Waynesboro, and Winchester BTAs	MMSC (picture messaging platform)--Airwide Platform	The MMS platform had a core dump and transitioned from Node 1 to Node 2. Node 2 did not initially begin to process messages correctly. Reverted back to Node 1 to restore service.	Customers unable to send or receive picture messaging (i.e., no MMS service)	The MMS platform had a core dump and transitioned from Node 1 to Node 2. Node 2 did not process messages correctly. Service was restored by reverting back to Node 1. Migrated to a new Acision MMSC in May 2010.	47	324,904
4/1/2009	0:01	6:12	6 hrs 11 min	Roanoke BTA (Alleghany and Rockbridge Counties)	NTELOS Wire-line Telco (Switch Isolation)	During a planned maintenance activity, TelCo provider's Covington office became isolated, and NTELOS Wireless lost service to several DS3s. FCC NORS 09-09114106	DS3 outages caused 17 BTSs to be isolated from MSC	Wireline provider was performing maintenance work that resulted in an outage that impacted facilities leased by NTELOS wireless--NTELOS wireless lost communication to 17 sites as a result. Outage was resolved when ILEC restored their network.	0	6,987
4/5/2009	11:00am	1:20pm	2 hrs 20 min	Charlottesville, Danville, Harrisonburg, Lynchburg, Martinsville, Norfolk, Richmond, Roanoke, Staunton-Waynesboro, and Winchester BTAs	MMSC (picture messaging platform)--Airwide Platform	The "Watch dog" application on the AirWide MMS platform redirected origination and termination sessions to a non-working node.	Unable to send/receive MMS messages (picture messages)	The "Watch dog" application on the AirWide MMS platform redirected origination and termination sessions to a non-working node. Migrated to a new Acision MMSC in May 2010.	59	324,904
5/5/2009	5:00pm	8:00pm	3 hrs	Norfolk and Richmond BTAs	Verizon Telco	Verizon card failure disrupted service between Verizon Tandem and Sprint. NTELOS bypassed issue by restoring outbound translations for direct connect trunks to Sprint.	Outbound calls from NTELOS customers to Sprint 757 customers failed. When calling out, customers were getting an All Circuits Busy message.	Card Failure at Verizon Tandem. This was a non-NTELOS issue that impacted calls to Sprint PCS customers that went through the Butte St. VZ tandem to the Sprint PCS end office. NTELOS does have direct connect trunks to Sprint, but the Outbound translations had been removed. Issue was resolved by restoring outbound translations for Direct Connect Trunks to Sprint and bypassing the issue at the Verizon tandem.	286	196,944
5/12/2009	10:00pm	11:00pm	1 hr.	Richmond BTA	Tellabs 5500 DACS	An OC3 card within the Tellabs 5500 failed. This resulted in reduced Type 2 and IMT trunking capacity. A manual switch to protection was required to restore the OC3 and affected trunks.	Customers in the Richmond market received a fast busy signal when dialing mobile to land calls.	An OC3 card failed within the Tellabs 5500 DACS. The DACS failed to automatically switch to the "protect" side. Service was restored by manually switching to alternate/good card.	64	78,976

# Major Outages -- January 1, 2009 through December 31, 2009

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5/28/2009	7:40pm	2:10am	6hrs 30min	Charlottesville, Danville, Harrisonburg, Lynchburg, Martinsville, Norfolk, Richmond, Roanoke, Staunton-Waynesboro, and Winchester BTAs	Changers to Sprint PDSN impacted Pre-pay Integrator	Sprint changed AAA settings such that balance of Sprint and NTELOS traffic sent to the Sprint PDSNs was no longer divided 50%/50% between Sprint PDSNs used by NTELOS. System wasn't designed for the increased load, and authentication time-outs occurred. Then, there were retries. This cycle of failures and retries flooded the Pre-pay integrator with messages and overwhelmed the platform.	Prepay data was periodically out of service in all markets	Sprint incorrectly changed NTELOS's PDSN authentication policy. This resulted in our Prepay Integrator becoming flooded with messages and overwhelming the platform. Sprint restored correct load balance settings to resolve issue.	35	97,471
6/1/2009	2:00pm	2:40pm	40 min	Charlottesville, Danville, Harrisonburg, Lynchburg, Martinsville, Norfolk, Richmond, Roanoke, Staunton-Waynesboro, and Winchester BTAs	MMSC (picture messaging platform)--Airwide Platform	A "Shared Memory" process failed on the MMSC; Airwide, MMSC platform vendor, was engaged. They corrected issue.	Unable to send/receive MMS messages (picture messages)	A "Shared Memory" process failed on the MMSC; Airwide, MMSC platform vendor, was engaged, and they corrected the issue. Migrated to a new Acision MMSC in May 2010.	23	324,904
7/5/2009	12:00pm	5:00pm	5 hrs	Charlottesville, Danville, Harrisonburg, Lynchburg, Martinsville, Norfolk, Richmond, Roanoke, Staunton-Waynesboro, and Winchester BTAs	MMSC (picture messaging platform)--Airwide Platform	There was a processing failure on Node 1 of Airwide MMSC and Node 1 was unreachable, restored MMS processing by moving traffic to Node 2. Airwide corrected the processing issue.	Subscribers unable to send/receive MMS. Customers could use Brew and access the web.	There was a processing failure on Node 1 of Airwide MMSC platform. MMSC service was restored by moving traffic to Node 2. Airwide corrected the processing issue. Migrated to a new Acision MMSC in May 2010.	51	324,904
8/17/2009	12:51	3:53pm	3 hrs 2 min	Martinsville BTA	NTELOS Wire-line Telco (Comcast Fiber)	A tractor trailer damaged the aerial cable between Bassett and Salem. This caused a simplexing of the ring to our Martinsville Network. A second cut on the Danville side of Martinsville caused an isolation of the ring. This resulted in a loss of backhaul serving the NTELOS Martinsville wireless network. FCC NORS 09-22950001	Twenty (20) Base Transceiver Stations were out of service--this resulted in a deficiency of coverage in Martinsville area (increased dropped calls and decreased established calls).	Wireline provider experienced one fiber break at 10:15 am and another break at 12:51 pm. Outage was resolved by repairing fiber damage.	0	5090
8/17/2009	8:00am	12:00pm	4 hrs	Charlottesville, Danville, Harrisonburg, Lynchburg, Martinsville, Norfolk, Richmond, Roanoke, Staunton-Waynesboro, and Winchester BTAs	SMSC (text messaging platform)	Following a MetCalf inter-carrier outage, customers were unable to send inter-carrier SMS messages. Bindings were bounced to restore system.	Unable to send inter-carrier SMS messages (i.e., NTELOS subscribers couldn't send text messages to mobiles that didn't subscribe to NTELOS service)	Following a MetCalf inter-carrier outage, customers were unable to send inter-carrier SMS messages. Bindings were bounced to restore system.	54	324,904

# Major Outages -- January 1, 2009 through December 31, 2009

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8/23/2009	4:00pm	10:00pm	6 hrs 24min	Norfolk BTA	Capacity planning associated with pre-pay migration	Prepay migration was completed. Hampton Roads prepay customers experienced some blocking (due to insufficient loop-around trunk capacity). Translations group added in additional overflow trunk groups to provide additional capacity.	Richmond and NFK pre-pay subscribers experienced an inability to make mobile to mobile calls.	Prepay migration involved a change to the LRN routing and the removal of the prepay LRN logic. Prepay mobile-to-mobile, because of the logic change, hit a mobile-to-mobile loop-around that did not have sufficient capacity. We added additional loop-around capacity to resolve the issue.	60	35,390
9/28/2009	3:30pm	5:46pm	2 hr 16min	Norfolk and Richmond BTAs	Convergys Prepay	Event caused by the UASs (Universal Application Servers) backing up. The UAS was unable to validate the subscribers in a typical timeframe. Calls would complete after a 15-20 sec delay.	Prepaid customers experienced a 15-20 second delay when making calls. Extended delay caused customers to assume call was not completing.	Convergys maintains the Universal Application Servers. A bypass was put into place on ITTP 1 to reduce call set-up delay. Convergys changed scheduling of system maintenance to avoid a recurrence of the issue.	113	59,083
9/30/2009	10:00pm	10:00am	12 hrs	Charlottesville, Danville, Harrisonburg, Lynchburg, Martinsville, Roanoke, Staunton-Waynesboro, and Winchester BTAs	Prepay--New Convergys System--Universal Application Server (UAS)	Outage caused by the UASs (Universal Application Servers) backing up. The UAS was unable to validate the subscribers in a typical timeframe. Calls would complete after a 15-18 sec delay.	Va. West and West Va. prepaid customers experienced a 15-18 second delay when making calls. Extended delay caused customers to assume call was not completing.	Trouble was caused by a Convergys issue associated with Universal Application Servers. Migration to the Convergys pre-pay platform occurred in August 2009.	71	38,388
11/1/2009	10:00pm	12:00pm	14 hrs	Charlottesville, Danville, Harrisonburg, Lynchburg, Martinsville, Norfolk, Richmond, Roanoke, Staunton-Waynesboro, and Winchester BTAs	WAP server	Unanticipated I/O overrun on the WAP server due to Google redirects occurred. WAP Server was upgraded to resolve issue.	Unable to connect to Mobile Web	Unanticipated I/O overrun on the WAP server due to Google redirects. WAP server was upgraded to resolve issue.	30	324,904
11/13/2009	10:50pm	1:45pm	2 hrs 55 min	Norfolk BTA	Telco	Storms caused downed telephone and power lines. NTELOS base transceiver stations were unable to process calls due to loss of facilities or power. FCC NORS 09-31740393	Several base transceiver stations were unable to process calls. This resulted in coverage holes and increased dropped and blocked calls.	Storm related facility outages caused numerous base station service interruptions throughout the day of November 12th and November 13th. For sites impacted by commercial power outages, portable generators were deployed to restore service. The specific sites impacted varied over the duration of the storm. Service was restored when TelCo service was restored.	0	7740
11/25/2009	2:30pm	3:30am	13hrs	Tazewell/Richlands	Frontier TelCo	The Bluefield tandem (owned by Frontier/Citizen's) had changed the routing for all of Verizon's codes homed to their Midway TN switch and pointed them to Sprint.	Subscribers in the Tazewell/Richlands were experiencing an issue with the inability to complete calls to approximately 12 codes serviced by the Bluefield WV tandem	The Bluefield tandem (owned by Frontier/Citizen's) had changed the routing for all of Verizon's codes homed to their Midway TN switch and pointed them to Sprint. Frontier/Citizen corrected routing issues to resolve issue.	36	5715

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12/3/2009	7:00am	9:30am	2 hrs 30 min	Richmond BTA	Call Processing	<p>Technician was completing preparation work for project to change the ECP time source. Steps were completed beyond the appropriate stopping point for preparation work. When technician made changes to the ECP form, he received an error stating that field 357 (Wireless Number Portability Translation Type) should be set as 11. Ntelos uses 200 for this setting. Technician made the changes required by the error message and updated the form. Technician failed to adequately and timely alert team that an unplanned change was made to the ECP during the maintenance window. After troubles were reported in the morning, a review of security logs revealed that the change had been made to ECP field 357 and the ECP settings were restored to resolve the discrepancy.</p>	<p>Our subscribers would get a fast busy if they originated a call off the Richmond switch to any mdn that had a LRN attached which would have needed to be dipped to get the LRN back to route the call.</p>	<p>Technician changed an ECP field in response to an error message while completing some preparation work. Technician tried to back out of the change, but ECP form presentation was atypical and technician couldn't determine how to restore the setting. Technician failed to enlist additional support during the maintenance window. Standard Operating Procedures regarding high risk activities were reviewed with employees to ensure guidelines are being followed to prevent similar service disruptions in the future.</p>	83	78,976